

**REAL-TIME MONITORING OF PERCEIVED QUALITY OF PACKET VOICE
TRANSMISSION**

ABSTRACT OF THE INVENTION

The present invention is directed to a system and method for monitoring perceived quality of a packet-switched voice service in a network. The method includes the step of receiving a packetized voice communication via the packet-switched voice service. At least one objective measurement is obtained from the received packetized voice communication. User perceived quality of voice data is derived from the at least one objective measurement. The user perceived quality of voice data is provided to a user. The steps of receiving, obtaining, deriving, and providing are performed in real-time.